

**AN ANALYSIS OF RESPONSES AND CONVERSATIONAL  
STRUCTURE BY JOHN GRUBER IN “*THE TALK SHOW*”**

**THESIS**



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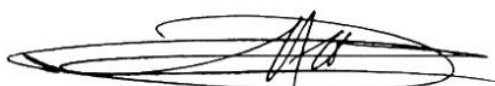
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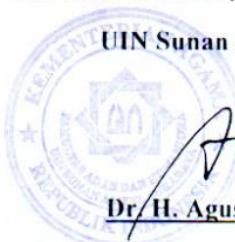
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BY JOHN GRUBER IN "THE TALK SHOW"

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## ABSTRACT

Maulidya, Ladistya Awan. 2019. *An Analysis of Responses and Conversational Structure by John Gruber in "The Talk Show"* English Department, Faculty of Arts and Humanities. The State Islamic University of Sunan Ampel Surabaya. Advisor: Murni Fidiyanti, M.A

**Key words** : Conversation Analysis, Responses, Structure of Conversation, Talk Show

This study focuses on an analysis of responses and conversational structure by John Gruber in “The Talk Show”. There are two problems to be solved in this study, namely: (1) what are the responses used by the host and the guest in “The Talk Show” by John Gruber; (2) what are the structure conversation in “The Talk Show” by John Gruber. The objectives of this study are to find the types of response, the types of structure conversation that used by John Gruber, Phill Schiller, and Craig Faderighi.

The researcher uses Stentrom's theory to analyze the types of responses also Kong Rui and Su Ting's theory about structure conversation. The methodology that used in this research is descriptive qualitative. The data are words, sentences, and untterences of the conversation that used by host (John Gruber) and guest (Phill Schiller and Craig Faderighi).

There are two results of this research, first result is 50 responses that used by the host and guest. The writer found 4 types of responses such as responding to statement, responding to question, responding to request, and responding to thanks. This talk show mostly uses responding to statement as the types of responses. The conversation between them mostly about asking and answering in form of statement. The second result is the structure conversation that used by John Gruber as the host of the talk show. The researcher finds 30 structures conversation that include in global structure and local structure.



## ABSTRAK

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**Kata Kunci** : Analisis percakapan, Respon, Struktur percakapan, Talk Show.

Penelitian ini memfokuskan analisis respon dan struktur percakapan oleh John Gruber dalam acara “The Talk Show”. Penelitian ini menjawab dua rumusan masalah, diantaranya: (1) apa saja tipe respon yang digunakan pembawa acara dan bintang tamu dalam acara “The Talk Show”. (2) struktur percakapan apa saja yang digunakan dalam acara “The Talk Show”. Tujuan dari penelitian ini adalah untuk menemukan jenis respon, jenis struktur percakapan yang digunakan oleh John Gruber, Phill Schiller, dan Craig Faderighi.

Peneliti fokus dalam teori Stenstrom tentang jenis tanggapan juga teori Kong Rui dan Su Ting tentang struktur percakapan. Metodologi yang digunakan dalam penelitian ini adalah deskriptif kualitatif karena datanya berupa kata, kalimat, dan percakapan dari pembawa acara (John Gruber) dan bintang tamu (Phill Schiller dan Craig Faderighi).

Berdasarkan hasil, poin pertama yang ditemukan penulis ada 50 tanggapan yang digunakan tuan rumah dan bintang tamu. Ada 4 jenis respon seperti menanggapi pernyataan, menanggapi pertanyaan, menanggapi permintaan, dan menanggapi terima kasih. Hasil tertinggi dari jenis tanggapan adalah menanggapi pernyataan. Sebagian besar percakapan di acara tersebut dimulai dengan mengucapkan beberapa pertanyaan termasuk memberi pendapat dan informasi. Percakapan diantara mereka sebagian besar tentang bertanya dan menjawab dalam bentuk pernyataan. Poin kedua adalah struktur percakapan yang digunakan oleh John Gruber sebagai pembawa acara talk show. Peneliti menemukan ada 30 struktur percakapan yang termasuk dalam struktur global dan struktur lokal.







# CHAPTER 1

The significant concepts for conducting the research Conversation Analysis in “*The Talk Show*” By John Gruber, special episode: Phill Schiller and Craig Federighi are provided in this chapter. They are background of the study, research question, research objectives, significant of the study, scope and limitation, and definition of key term.

## 1.1 Background of the Study

Language is an important thing that is used by someone for doing communication with others. On the other hand, the language used means doing communication to express the ideas. Based on Wardaugh (1992), one of the social activities is communication which requires at least two persons called speaker and hearer with the same purpose in their communication. Moreover, in order to create the close relationship between speaker and hearer, people can use language to express their ideas and wishes by giving and asking about something or just talking with others (Ramelan, 1991). It shows that everyone always needs language for communicating with other people to reach his/her purpose of communication.

Additionally, communication closes with conversation. Conversation is described by the linguistic perspective as observing the term of the context. In our

In linguistics, the study of conversation can be mentioned as conversation analysis. Paltridge (2000) stated that conversation analysis is the basic form of people doing the conversation, exchanging the information, and maintaining the social relations. Conversation Analysis is one of the parts of discourse which is in analysis spoken discourse that we can look from how they manage their conversation interaction in their life. Conversational Analysis is also focused on the organization of social interaction (Wooffitt, 2005). There are some parts of conversation analysis in spoken discourse, those are adjacency pairs, preference organization, turn-taking, exchange structure, repairs, topic management, responses, and structure conversation. In this present study, the researcher concerns in responses and structure conversation that exist in conversation analysis.

[illegible]

Structure conversation is method used by speaker to manage the conversation become efficiently in conversational turn (Sacks, Schegloff, & Jefferson, 1974). Based on Rui and Ting (2014, p. 37), the structure conversation divided into two parts that are global structure and local structure. Global structure is the basic structure in talk show. There are three parts of global structure: opening, body, and closing to hold a good conversation (Heritage, 1997). An opening is the fundamental thing in the conversation, while opening in conversation is a beginning of communication when someone wants to talk about something with other people, he/she has to send the signal in the linguistic or non-linguistic way (Schegloff, 1972). In contrast, closing includes a limit of the topic, pre-closing section, and finishing section. Whereas, the local structure is the body of the conversation itself. The parts of the local structure are turn taking and feedback (Rui and Ting, 2014, p. 38).

Nowadays, conversation becomes a common thing in our society. There are two types of conversational interaction: ordinary conversation and institutional interaction. Drew and Heritage (1992) state that institutional interaction is a formal interaction that is created by the institutions which have the purpose for involving

In this case, there are some previous studies which have been done by some researchers about responses and structure conversation in the talk show program. They are Mahbub Hermansyah in 2013, he concerns with *Preferred and Dispreferred Responses in the Dialogues of Junior High School's Electronic English Book*, he focuses on the listening material on that book. Moreover, in 2015 Fuad Hasan analyzed about *adjacency pair in knight and day movie*, this research clearly explained about kinds of adjacency pairs. The last researchers through with the same topic is Rizky Fauzia in 2015, she examines the thesis focuses on the pragmatic point of view, the title that has been finished by her is *A Pragmatic Analysis of the Adjacency Pairs in the Modern Script of Franco Zeffirelli's Romeo and Juliet Movie*. In contrast, a study about conversation structure that has been examining by Siti Fadlilah and Susie Chrismalia Garnida in 2015, the title of their journal is *A Study of Conversational Structure in Television Talk Show "The Talk"*, for analysis of the journal, they focus on the structural elements.

Based on the previous studies above, the researcher finds some researchers, they are Hermansyah (2013); Hasan (2015); and Fauzia (2015) who just analyze response in preferred and dispreferred responses. While, in this present research, the researcher analyze all the kinds of responses that not only focuses on preferred and dispreferred responses. Then, the other researcher, Fadlila and Garnida (2015) who analyze the structure conversation in talk show program focused on the opening and sustaining. In this study, the researcher attempts to fill the gap from Fadlila and Garnida's research that is analyzing the structure conversation including opening, body and closing. Here, the researcher tries to combine between responses and structure conversation for this research because the case has not been examined by the other researchers. Moreover, the researcher focused on the responses used by the host and the guests and the structure conversation used in *The Talk Show* video episode 193 that is guided by John Gruber. This video put from cuioma as the name youtube channel that was published on 9<sup>th</sup> June 2017 with duration more than one hour. In the video, the host of the talk show is John Gruber and the guests are Phill Schiler and Craig Faderighi.

The researcher uses the video as the main source of this study because there are many responses between speaker and the addressee that becomes the data needed, besides that, the video also has the complete duration. The talk show clearly talks about some programs such as Safari, Mac, Home pod, and the other program in Apple's brand. The talk show has a casual conversation between host and guest. The concept of the talk show looks like seminar which has many audiences in one theater.



## 1.2 Research Questions

1. What are the responses used by the host and the guest in “the talk show” by John Gruber?
2. What are the structure conversation in “the talk show” by John Gruber?

Based on the statement of the problems, the objectives of this research are:

6. To find out kinds of the responses used by host and guest in “the talk show”.
7. To analyzed part of structure conversation in “the talk show”.

This present research aims at giving theoretically and practically significance. Theoretically, this research provides knowledge of conversation analysis which focuses on responses and structure conversation. Practically, this research can help linguistics researchers or English department for understanding responses and structure conversation in conversation analysis perspective.



By John Gruber special episode with Phill Schiller and Craig Federighi explores two theorists which support the analysis, those are Response conversation and Conversation Structure in a video talk show. It is completed by the explanation of kinds of responses and classifies the structure of conversation in a talk show. In this chapter, the writer also presents some previous studies who have supported this research.

### Conversation and Conversation Analysis

Conversation is one of the most principles needed for human beings. Through conversation we are as humans can communicate with others. According to Goffman (1968) the language used in every day that closely with conversation has to know and understand about “civilized art of talk” or “cultural

## 2.1 Conversation and Conversation Analysis

Conversation is mainly about talking. Levinson (1984, p.286) declares that conversation analysis is linguistics that can handle coherence and sequential organization in discourse, like opening and closing sequence.





#### 2.2.1.1 Acknowledging to inform and opine

Acknowledge is the signals agree from addressee in what speaker state before during the conversation. The giving response is by addressee using acknowledge without stating what they have heard, so they direct to answer the statement with approves/disapproves. The response can be “*ah, all right, I see, oh, ok, quite, really, right, gosh, oh dear, goodness, and so on*” (Stenström, 1994).

Example:

A: you know, I got A+ for my paper.

B: *I see*

#### 2.2.1.2 Agreeing to inform and opine

The meaning of agreeing is the addressee would accept what has speaker mean. The kinds of responding agreeing such as, “*absolutely, all right, fine, good, ok, precisely, quite, right, that’s right, yes/no, and so forth*” (Stenström, 1994).

Example:

A: have you free time for this weekend?

B: *yes*. Why?

A: do you want to watch a movie with me?

B: *all right.*

### 2.2.1.3 Objecting to inform and opine

In this case, the meaning of objects is when addressee doesn't agree or does not accept the statement from the speaker. It is considered strange if the addressee always agrees to all the speaker states. It showed that the addressee doesn't have an opinion or they not interested in the topic from the speaker. Some markers of objecting to inform and opine are "*well, yes but, not but*" (Stenström, 1994).



Example:

A: I think this holiday it's a good time for climbing.

B: *Yes but* better if we go to the beach because it's rainy I'm afraid about the landslide.

### 2.2.2 Response of Question

A question expects a correct answer. The correct answer refers to identification question, polar question, and confirmation question. In this case, not all the question are correct in the way they really answer the question. The response of question divided into five types, those are complying, implying, supplying, evading and disclaiming (Stenström, 1994).

### 2.2.2.1 Complying

Complying is a vibrant and straight response from the addressee. In this categories the respondent answer the question that has been asking before, not much and wide reaction.

Example:

A: When you go to Bali?

B: Tomorrow at four twenty

#### 2.2.2.2 Implying

Different from complying, implying means the **indirect answer**. It can be implicitly to share real information. Addressee answer the question with indirect responses.

Example:

A: Do you know about his condition after the incident?

B: Not many.

### 2.2.2.3 Supplying

Supplying is one of the kinds in response to the question, it becomes part of responses that have not enough information. Because it does not really clear to answer the question. In the other side, supplying gives additional information and sometimes is not related to the question.

Example:

A: Was she a personal friend of yours or?

B: Hmm...well... She used to be my senior.

#### 2.2.2.4 Evading

While evading is a type of responses in directly which have careless during answer the question. In this case, the addressee intentionally to avoids answering the question.

Example:

A: Um..Well, do you have any other argument?

B: Well, they didn't give any.

#### 2.2.2.5 Disclaiming

Disclaiming is the unidentified answer. When the responder not sure with his/her answer but they still answer in an unclear statement, so they suppose his/her answer.

Example:

A: What will happen when somebody breaks in and robs it – am I covered or?

B: Mm... honestly, I don't know

### 2.2.3 Response of Request

“Request is faced threatening acts for two reasons. They are costly to the addressee and benefiting the speaker and they are open to rejections”. There are two basic of request those are action request and permission request. While in the responses of the request there are three responses in requesting such as, accepting, evading, or rejecting. (Stenström, 1994).

### 2.2.3.1 Accepting

Accepting in response of the request is the action that has positive and fully satisfactory. in this case, what speaker expect is accepted by the addressee or let the speaker to do something.

Example of **action request**:

A: this room is quite dark. I can hardly read my novel, can you turn in the lamp?

B: of course, I'll do it for you.

Example of **permission request**:

A: May I borrow your dictionary?

B: Of course you may.

### 2.2.3.2 Evading

The other types are Evading. The action from the addressee shows that he/she cannot do or evade what speaker need. The addressee does not give clear words of reject the request, but he/she give 'the reason why' they couldn't do the request.

Example:

A: can you help me to finish my work?

B: to be honest, I've to go to in another place right now.

### 2.2.3.3 Rejecting

Disagreeing from what the speaker wants it called by rejecting. In this case, the addressee refuse the request and they has to give the reason why couldn't do for the speaker.

Example:

A: can we go to Siska's house? Because we have to finish our work.

B: Sorry we have to do in another day because she is ill and must take a rest.

### 2.2.4 Response of thanks

Stenström (1994) said that thanks is the politeness device, which can be used to ending the conversation. mostly, the form of thanks are thank you, thanks, and thanks very much. The way respondent respond to thanks is reflected by what speaker thanking before (Stentrom, 1994, p. 121).

Example:

A: Thanks very much.

B: Thank you.

### 2.2.5 Response to Apologize

Apologies ask for forgiveness. In this part, apologies looks like action request from speaker to respondent or addressee for doing something. Responses to apologies reflect the reason for apologizing, who apologize, the actual situation, and the way the apology was expressed.

Example:

A: I'm sorry about that.

B: yes, it's okay.

### 2.3.1 Global Structure

Global structure is the basic structure in institutional interaction. The example of institutional interaction is seminar and talk show. Global structure divided into three parts: opening, body, and closing. When we want to discuss something in our group, we must start with “chit-chat”. In another way, when we finish the topic we give the conclusion or statement based on what topic we have been discussing before. Global structure includes in three step opening, interaction-oriented body, and three step closing (Rui, 2014).

Usually in talk show program have a different opening, cited from Rui (2014) three-step opening consist of introducing the background, performing from the guest, and conversation between host and guest in this program.

Question and Answer section between host and guest is the main of interaction oriented body in the program because it is the main content in the talk show program. The questions are designed in advance, but in this case, the guest sometimes gives the unexpected respond or answer from the questions. In this situation, host has an important position to keep and control the situation (Rui, 2014).

An influential factor of talk show program is in the closing section. The natural closing is a success if the host can continue from body interaction to end the section and make sure the guest to preparation for their termination and lead the audience support the closing of the program. There are some step closing from linguist such as topic bounding sequence, pre-closing sequence, and closing sequence (Rui, 2014).

Different from global structure, in local structure more focuses on the body of conversation. In these parts usually, include turn-taking strategies and feedback.



### 2.3.2.1 Turn-taking strategies

#### 2.3.2.1.1 Turn claiming strategies

#### 2.3.2.1.2 Turn holding strategies

[illegible]

### 2.3.2.2 Feedback

The signal from the listener for current speaker to encourage them in the short and simple aiming without interrupt and claim the turn, it includes in verbal or non-verbal forms. For verbal feedback such as, *uh, oh, right, yeah, etc.* while in the non-verbal feedback such as body language, eye expression and smile (Rui, 2014).

## 2.4 Talk show

Talk show is one of the activity which have the various topic to discuss with people who have experience before and lead by host and have guest star at the same time (Llie, 2001). Another definition about talk show comes from Mariam Webster dictionary, the talk show is a program in radio on television who has interviewed or discuss something as the main agenda. The aims of the talk show are giving information for society.

According to Khasanah (cited in Danileiko, 2005, p. 16), there are some types of talk show such as a talk show about Daily life, Daytime, and Late Show. Talk show who has daily life program more concern with lifestyle in society such as, sustenance, style, health, and so on. Next is a daytime show, this talk show discussions current topic such as hype news at the time like political issues, disaster,

or experience someone about something this talk show more serious than the other.

Last is the late show, usually this talk show showing at night with the comedy situation.

Spontaneous conversation always occurs between host and guest. In talk show program, host is the main subject to give any statement or question, while guest as the object to response any turns from host. In this situation, host has big power of his/her program because they can handle anything that would be happened during the show.

## 2.5 Previous Study

There are some researchers who have conducted their researches about responses and structure conversation in the field of conversation analysis. The first research comes from Mahbub Hermansyah (2013) that conducted his research about responses. The title of his research is “*Preferred and Dispreferred Responses in the Dialogues of Junior High School’s Electronic English Book*”. This study analyzed electronic book (E-Book) that usually used by junior high school student and focused on all grade in JHS. This research focused on the preferred and dispreferred responses during teaching and learning in the school. There are four sequences in the research: invitation, request, offers, and apologies. This study focused on the problem of dialogue in the electronic book used in teaching learning in junior high school. In this research, the researcher found dialogue that showed some problems such as did not follow the characteristic of preferred and dispreferred responses, did not show natural conversation and showed an unclear situation. In this study, the research does not find the gaps of the research because

The second previous study comes from Fuad Hasan (2015) under the title *Adjacency pair in “knight and day” movie*. He used conversation from two characters of the movie, they are Roy Miller and June Heaven as the main character in “knight and day” movie. He focused on four aspects that are turn taking, adjacency air, preference organization, pre-sequence, and insertion sequence. For this research, the researcher clearly explained about kinds of adjacency pairs such as summons-answer, greeting-greeting, apology-minimization, and etc. he also gave clearly explanation of pre-sequence and insertion sequence. For the result of this research, the researcher found 87 data in kinds of adjacency pairs, 5 data in pre-sequence, and 6 data in insertion sequence. There are 271 turns between Roy and June as the main character of this movie. In the other side, the researcher does not clearly explain about turn taking and preference organization. He should not include turn taking and preference organization because his title talks about adjacency pairs.

[illegible]

In this case, there are also some researcher who conducted their research on the structure conversation. They are Siti Fadlilah and Susie Chrismalia Garnida (2015). The title of their research is *A Study of Conversational Structure in Television Talk Show "The Talk"*. The researcher used Halliday and Kong Rui theory for analyzing the data in *The Talk's* video. This study focused on the structural elements of conversation in the talk show between host, guest star, and audience. At the end of this study, the researchers conclude that in the talk show has 41 variation elements from opening, sustaining, and closing that was produced by the host, guest, and audiences. Unfortunately, this research just gave symbols for analysis the problem, it can be difficult to understand the meaning of the research. This journal does not have full transcript the conversation of this talk show, just some part of talks about how had been scripted in this study.

[illegible]

## CHAPTER 3

In this chapter, the researcher explained some steps to analyze the research. There are several parts for this chapter, such as research design, data and data sources, subjects, research instrument, techniques of data collection, and technique of data analysis.

### 3.1 Research Design

This research used Conversation Analysis approach to analyze responses and structure conversation used by John Gruber as the host and his guest, Phill Schiller and Craig Faderighi. The present study used this approach to get an understanding of what kinds of responses in conversation and what the structure conversation in a talk show.

The researcher used a qualitative method to analyze the problem in this study. According to Bogdan and Taylor in Moleong (2003), research method who has to produce the result in descriptive data it can be written or oral form of people called by qualitative method. Moreover, the researcher used this method because of the data in the form of words not in the percentage or numeral data. In this study, the researcher focused on the host and guest conversation in the talk show program.



The main instruments of this research was the researcher herself because the researcher observed, identified, and analyzed in this present study (Creswell, 2014). To support the research, the researcher used some instruments such as the internet,

### 3.2.4 Techniques of Data Collection

### 3.3 Techniques of Data Analysis

1) Identified and classified the transcript data that indicate kinds of responses with marked the responses.

Responding	Categories	Symb ol
Statement  (inform and opine)	Acknowledg ing	(Ack)
	Agreeing	(Agr)
	Objecting	(Obj)



Acknowledging	The responses consist of a direct answer from the addressee with approves/ disapproves.
Agreeing	The addressee's responses consist of accepting from speaker statement.
Objecting	The responses consist of disagreeing from speaker statement.
Complying	The responses consist of addressee straight answer from speaker question.
Implying	The responses consist of implying an answer.
Supplying	The responses consist of unclear responses which gave additional information but not relate with the question.
Evading	The responses consist of to the point answer from addressee to the speaker.
Disclaiming	The responses consist of an unclear response from the addressee.
Accepting	It consists of responses which agree to do something.
Evading	It consists of responses which couldn't do anything.
Rejecting	It consists of responses which disagree to do something.
Thank	It consists of thanks or thanks you like the responses from the addressee.
Apologies	The responses consist of saying sorry or apologies from the addressee.









*the bat: I thought that the Mac stuff alone, yesterday, would have made a pretty good Macworld Expo keynote back in the day.*

***Craig Federighi:***

*We used to find a way to stretch things out.*

The implicit acknowledgment in data 1 is **“We used to find a way to stretch things out.”** In this case, the host starts the conversation by giving information that would be discussed. John says, *“I want to talk about the Mac first”*. Then he continues the statements about Mac. Mac is a hardware from Apple MacBook. While the hearer (Craig) responds to him by giving approval and information without replying to the statements. The other data about acknowledgment shows in data 2

Data 2:

**Phill:**

*I will say it over and over and over again we said it before and at least now I think there's tangible reasons for people to trust it that you're the future the Mac is really strong we have a long road map ahead is complete commitment from the whole company that were dedicated to it and the investments really strong there and we think we're going to keep the Mac the forefront of what makes the best personal computing and after we believe that's what we want to do and I'm glad people saw some of that this week (john: I am)*

***John:***

*All right*

“**All right**” is John’s respond that included in the acknowledging responses. Based on the Stentrom theory, “alright” is one of acknowledging responses types. In this case, Phill as the guest gives his statement about people who create Mac’s software and John as the host responses the statements by saying “*all right*”. It means that the host accepts with the guest’s opinion. “*All right*” itself means accepting. Based on Mariam webster dictionary, all right used for: safe, well,







uses the high tone to make clear the responses and the meaning of the host statements. The guest does not say “but” in their responses, he indirectly does not agree with John’s statement as the host of talk show program. To clarify the statement, the guest gives the opinion about *Sierra* and *Chrome*.

#### 4.1.1.2 Responding to Questions

In this research, the researcher finds 14 responses to question give by John and his guest. The researcher classifies the responses to questions into 4 types, they are, complying, implying, evading, and disclaiming based on Stentrom's theory.

a) Complying

Complying is a clear response from the hearer when answering the question.

There are 6 data found which include as a complying type. The data is below,

## Data 7

**John:**

So yeah (craigh: it was yeah) the old carpenters saying measured twice (craigh lough: ha ha) with a file system change for a so how many iPhones are in use (phill interrupt: over a billion) (Craig: so I mean) so it's more like measure?

**Craig:**

*yeah, that's what it that's what it could have been had we had it not work but it was absolutely the V I mean I never in the history of file system has there been a growth from zero to you know hundreds of millions almost literally overnight.*

The complying responses is “**yeah, that's what it that's what it could have been had we had it not work but it was absolutely the V I mean I never in the history of file system has there been a growth from zero to you know hundreds of millions almost literally overnight**”. It shows the straight answer in guest’s

b) Implying

Data 8

*Is there anything in macOS High Sierra that either didn't get time on stage or didn't get enough review that you'd like to talk about?*

*Oh boy. Yeah, y'know, I, on the way over here I was tapping out Notes to myself on all the things I was going to forget to say when I got here...[Gruber laughs]... And I feel like I'm not going to pull my phone out right now and look at that list...*

Craig answers the question which has implicitly responds, **“Oh boy. Yeah, y'know, I, on the way over here I was tapping out Notes to myself on all the things I was going to forget to say when I got here, and I feel like I'm not going to pull my phone out right now and look at that list...”** “ He does not answer with a direct answer based on the question before, but in this case, he answers clearly with the explanation the situation of him. John asks to him the opinion about macOS but Craig forget what will he say about macOS, *“I was going to forget to say when I got here...”*”





*So starting with macOS — Craig, when you introduced macOS High Sierra...*

*Craig Federighi*

*Where are you going with this?*

*John Gruber*

*I was seated in the press area with friend of the show — sometimes guest of the show — Serenity Caldwell was right next to me, and you were thirty seconds into it after the name, and she says to me, "I can't believe it, I don't think he's going to make a high joke!"*

Craig's utterance "*Where are you going with this?*" is included as disclaiming response. Craig responds John's question with ask a question "*Where are you going with this*" So, it changes the topic because John should answer the question from Craig. This situation, Craig as the guest does not want to answer the question. He interrupts John and utters "where" as his responds.

#### 4.1.1.3 Responding to Request

Based on Stentrom (1994) there are three types of responding to request, they are accepting, evading and rejecting. The researcher finds 1 request response in “The Talk Show” video. Data that classified into responses to request is shown below:

Data 11

John Gruber

... But can you nerd out on us a little more on what's intelligent about it?

*Craig Federighi*

*Yeah. You know, **actually**, years ago, Safari was the first browser to have these mechanisms to try and prevent cross-site tracking. And there became a point where the tracking industry — the tracking industrial complex is pretty inventive*

The utterance that included as responding to request is ***“Yeah. You know, actually, years ago”***. Thus, this request response included as an accepting type. The guest gives the clarification about a safari in years ago. The importance of this part is the guest agrees with the host and the guest accepts to give clarification. As we know *can* is a modal verbs in English. it can be used for ability, opportunity, request or offer permission. Looking at data above, “Can” refers to request response because John says, “can” for asking request “can you nerd out on us a little...”.

#### 4.1.1.4 Responding to Thanks

Stentrom (1994) stated that the responding to thanks itself is starting with saying thanks. In this study, the researcher finds 1 responses to thanks used by the host and the guest in “the talk show” video. The data is below,

Data 12

**John:**

--- I thank you gentlemen for your time I I thank you gentlemen for your time  
I certainly thank all of you for coming

**Craig:**

*thank you*

Craig utterances that categorized as responding to thanks is “**thank you**”. Based on the Stentrom Theory, response to thanks is reflected by what we are thanking before. Thanks is an expression of gratitude. As a human, saying thank you is the common way to keep good relationship. Here, John as the host says, “*I thank you, gentlemen, for your time I I thank you, gentlemen, for your time I certainly thank all of you for coming*”.

### 4.1.2 Structure Conversation

The structure conversation used to make efficient conversation. In talk show program, the manager of the conversation is the host of the program. The researcher used two structure conversation theory in “the talk show” video. They are global structure and local structure.

#### 4.1.2.1 Global structure

Based on Rui and Ting (2014) global structure divided into three parts, they are, opening, interaction, and closing.

a. Opening

Based on Rui and Ting (2014), opening has several types such as introducing, performing guest, and chit-chat. Here, the researcher finds three parts of opening that used by John Gruber's talk show program. The explanation are explained below:

## 1. Introducing

In this study, the researcher finds 2 data of opening. The data 1 shows of monologue to introduce the host and data 2 monologue from the host.

Data 1

Monologue:

*"Won't you please welcome to the stage — my friend and yours, John Gruber!"*

## Data 2

## John Gruber

*Hello, and welcome to the Talk Show Live from WWDC 2017! Good show, I think! [laughs] We have a beautiful theater, I know. So something to get out of the way, right out of the front: This show would not have possibly*



### 3. Chit-chat

## Data 4

*So, Craig, did you think my intro went on too long? Is that why you ran?*  
[laughter]

*It's gonna happen.*

*Alright, big secret thing here: So whenever we do keynotes, Craig always bolts on-stage. He's always full of energy and he runs out there. And it's really impressive, right? Because he just — it just kicks things off, just like that. And the rest of us ... y'know, don't. -[laughs]- And in rehearsing for this keynote, someone — who will remain nameless — said "It's so great when Craig does that! We should all run on stage!" -[laughter]- And I said "No! Because I'll trip, and fall, and be an idiot, and then I'll regret it." So it's his thing, and it's Craig's thing, and it's impressive, so.*

*Well, thank you, Phil. [applause]*

b. Interaction-oriented body

### c. Closing

## 1. Closing

There are some closings in the talk show episode 193 and the data is explained below

## John Gruber

*Last major topic on my list is the home pod and I ended a certain language I'm allowed to use in how like I say I had the opportunity to listen to home pod---*

In this part, John Gruber as the host asks the last question for the guest by saying **“last major topic in my list..”**. This utterance is considered as closing. This sentence indicates that the host raised the program with the last question into the guest. The word **“last”** means that the conversation will end and it will be the last question from the section of question and answer. Last means final of the something.

## 2. Impression message

In the last section of the program, the host usually asks the impression message that related the topic of the talk show and the guest. The data is shown below

## Data 5

## John

*Is the people who made that product who had their hard work spoiled with a crummy screenshot or something?*

**Craig:**

*They get yeah they get really angry you know when one of these happens it's just a huge disservice to the amount of work they put into it when when it does and so so glad we had a..*

**Phill:**

*And not to be missing us so we'd guess that there's the reason it happens and more dust than any other company is the interest is so high right and that's great that's a good thing heaven forbid there's a day where nobody there's leaks and nobody cares chavita right and so we get that there's a passion out there and there's a voracious appetite to understand what's going on and be gaining insight and their fights the love apple that post stuff to sort of you know a misplaced love of us so honestly and and that's that's good we can't ever be mad at that or upset about that it's more than the lost opportunity to make a lot of people really happy with the news yeah.*



Impression in this video showing about Apple's team. Both guest and host show their feeling about their team in Apple's brand. They show their thankful because they have good team.

### 3. Last words from host

The last step of closing is the last words from the host. It means that the host really ended the program. In the data 6, the host closes the program by saying thank you for everyone who attended in these program. The data that categorized in the last word from host is shown below:

## Data 6

**John:**

*I'll just run through I'll thank MailChimp for the bar again our our sponsors for the event Jam mobile device management with a total Apple focus on Apple products max Stadium totally professional hosting for Mac OS 10 server and distributed doing builds with Xcode and stuff which might be of interest to people at WWC and set up a really cool subscription service for indie mac apps so my thanks to them I would like to thank here today at the event I would like to thank Caleb Sexton the audio editor of the show he's been here working for two days to make sure everything sounds as good as we can have it and I really appreciate worth doing it I'm Caleb thank you for everything you do for the show Marco Arment is up there somewhere I see him waving and he knows how to live stream audio so if there's Marco did it work something on thumbs up so everybody out there who's on the web listening to me tell you this right now thanks to Marco Arment that and we're going to have video it probably won't be up until tomorrow but Jake's crew mock director of app the human story would screen just the other night a fabulous movie which is coming out in the final form probably in about five or six years but it's been really good shaking but my thanks to Jake Schumacher he's here shooting this somewhere and his colleague Charles Davis and then I heard somebody call him Charlie and I said well I want to thank you are you with Charlie or Charles and Jake told me is his nickname is clutch so if your nickname is clutch I'm just going to call your clutch Davis thanks for your help stooping the video and last but not least the staff here at the California theater the entire staff back of the house front of the house everybody here is total professional and are just really nice people it is been great being here so thank you Phil Craig thank you (craigh: thanks Joe) good night.*

Local structure in the talk show program is the body of the conversation. The body of conversation in the talk show program is in the question and answer section. In this case, turn taking strategies and feedback include in part of local structure.

There are three types of turn taking strategies used in talk show program. They are turn claiming, turn holding, and turn yielding.

Turn claiming used by the speaker when they try to become the current speaker. According to Stentrom (1994) there are some types of turn claiming such as starting up the responses, taking over, and interrupting. The researcher finds 14 data that related to types of turn claiming. The data that classified into turn claiming is shown below:

[illegible]





Data 9

**John:**

*all right iPad iPad pro another one and it's a recurring theme it was with the home pod speakers hard to demo in a big cavernous room to see how this is going to sound in your living room VR is kind of hard to demo on a 2d screen the 120 megahertz refresh rate of scrolling on the thing is hard to show on I don't know 30 frames per second video I don't know but when you get your hands on this thing I'm Tara is anybody here seen the new iPad pro jet I isn't it feels like it's awesome it's all new it's sort of almost as like a step like going from non-retina to retina because it's like this I don't wanna go back*

**Craig:**

it really is there it was actually I don't know like three years ago when we put together prototypes and we were we were using a Mac Pro to drive a custom display and get it running at you know special board to run at 120 Hertz and we had a Safari web page that we'd all pre-rendered and we could do it at 120 Hertz and you know we were just one after another gathering around all right and and everyone was just you know oh my god yeah we have to do this and and it but it took that kind of dedication to it because then it's like okay look talk to the silicon team right let's put this let's go build some silicon that we can ship in a few years because it it really took that I mean the whole it required custom silicon and then it required big changes to our graphics drivers are you know core animation now schedules animations at variable frame rates you can say well my animation needs to run at 30 or mine needs to run it at 60 or 120 and it knows how to then drive the display appropriately obviously had to manage power and then we devised every app because they had half as much time to get the next frame ready (phill: it seemed to Convince) and and the pencil team so we you know now now it's great because we have quite as many opportunities to to draw as you're moving your pencil but then we also up the scanning rate we doubled that to 240 to capture where the pencil was and so this was this was just a massive one of these things it's just a massive effort across silicon hardware and software to pull something off where you really you know this early glimpse of how great it can be and then to just have it have it come together and I'll just you know Phil Phil was in a meeting he had he had one and I was out of my corner the I am like oh my god that's such smooth scrolling happening over there you know....

**phill:**

*I was I think I was I was using the new iPad pro without others knowing I had it yet in our own internal meeting and so I figured I was being really subtle I get in a case nobody can tell and I'm just using Craig's doing this double take on what) yeah yeah it's uh it's great and I think you know*



*something some others have pushed on on resolution it's the big thing actually this so I think our focus on on color def on refresh rate I mean these these are with a these are where the really big wins are on brightness I think true tone display I mean we're our display team is just doing unreal work and this great (applause)*

Based on the data above, turn yielding happened when Craig gives the turn into Phill after saying, **“like oh my god that's such smooth scrolling happening over there you know....”**. In this case, Craig gives his turn for Phill by giving signal to continuous Craig’s statement. Then, Phill takes his turn by giving information that related to Craig’s statement about *iPad pro*.

## b. Feedback

Feedback is the responses of the hearer without interrupting the speaker's turn. There are two kinds of feedback, they are feedback verbal and feedback non-verbal. The term of feedback verbal like *oh, ah, right, etc.* While feedback non-verbal like the expression and body language of the listener. The data that categorized in feedback is shown below,

## Data 10

**John:**

it was announced last year but a PFS but now it's out now it's on my phone it's been on my phone just a couple of months what was that like when that iOS update rolled out to have a point three update that changed the file system and you and any other thing to is you guys tim-tim have the slide where 90% of iPhone users are on the latest (craig: yeah) so they're they're going to get upgraded

**Craigh:**

our file system team is unbelievable what what they yeah they they deserve what's what they pulled off in a couple of years you know I think any any comparable benchmark of file systems the past is probably taken a decade and when I mean their their degree of automation and rigor I mean they're they're coming in saying okay we've gone from five nines to six nines on there you know reliability of this process we actually had this process running for earlier iOS updates where when you updated a 10.1 or 10.2 we were trial

When the audience gives some feedback to the speaker, it means that they give an attention to what speaker says. There are many feedback in every conversations. It also happened in this conversation between john as the host and Craigh Faderighi and Phill Schiler as the guest.

This discussion is arranged based on two research question of this research. The first research question is about types of responses that used by John Gruber as the host of the talk show and the responses that used by guest of the talk show, Craig Faderighi and Phill Schiller. The second research question is the structure conversation that used by host when he leads the talk show. In this finding section, the researcher uses Stentrom and Rui as the main theory to answer the research question. The result of this research that shown below:

[illegible]



The second objective of the research question is structure conversation. The researcher finds 33 data of structure conversation includes global structure and local structure. The researcher finds the data that correlated in global structure which has *opening, interaction body, and closing*. The local structure type also found in this research, they are turn taking strategies and feedback. Turn taking is a way to make the conversation smoothly. There are three types of turn taking that used by the researcher to analyze the data, those are turn yielding, turn holding, and turn claiming. Turn claiming is the dominant types of turn taking in this conversation because the guest (Craig and Phill) always become the main speakers when John ask something. Turn claiming itself is starting up the responses, taking over, and interrupting. Furthermore, this talk show showing about new software in Apple, so both Craigh and Phill try to explain as much as they can for their audiences. Besides that, this video also have two feedback in the conversation, such as verbal and non-verbal feedback. The example of verbal feedback includes *mmhm, yeah, right, oh* and non-verbal feedback like expression and body languages that shown by host and guest.

[illegible]

Fauzia (2015). The result of their research has a little differences with this present research because the result of Mahbub and Fuad figured out the kinds of responses in preferred and dispreferred response. While in this present research, the researcher just analyzed all the kinds of responses such as responding to statement, responding to question, responding to request, responding to thanks, and responding to apology. Furthermore, the other result concerning responses comes from Rizky who focuses on the pragmatic responses analysis. In this case, both of the previous study and this present research use the same theory from Stentrom (1994).

The second previous research about structure conversation comes from Siti Fadlila and Susie Garnida (2015). The result of their research is same with this present research. The research of Siti and Susie shows the structural elements in the talk show program that are opening and sustaining. However, the researchers do not mention the whole of conversation indicated the opening or sustaining. Therefore, the previous studies support this present researcher to find the new finding that is turn taking strategies and feedback including body of the structure conversation.

In short, in order to complete this discussion, the researcher hopes that the finding of this present research has a good contribution in the society. Hopefully, this present research can help the reader to develop their knowledge for understanding the field of conversation analysis especially in responses and structure conversation

## CHAPTER 5

## CONCLUSION AND SUGGESTION

Conclusion and suggestion are presented by the researcher in this chapter.

The researcher serves the conclusion based on finding of this study.

## 5.1 Conclusion

In this present research, the researcher focuses on conversation analyzes which includes the responses and structure conversation. The researcher finds that there are many types of responses in the conversation. The researcher also concludes that every talk show has rules to make the program has a good performance. In this research, the researcher uses talk show video by John Gruber episode 193 as the object of this study and the video from Daring Fireball as the company web. Hence, the researcher applies Stentrom (1994) theory and Kong Rui and Su Ting's theory to identify and analyze the types of responses and the structure conversation uses in the talk show video. In this study, the researcher uses qualitative method to analyses both research question. The researcher takes the video from Cuioma youtube channel with duration 90 minutes 51 seconds.

First, the researcher finds 50 responses in the talk show which contains in types of responses. There are 34 data that found by the researcher. The data include acknowledging, agreeing, and objecting. Besides that, there are 14 data involves in the responding to question such as: complying, implying, supplying, evading, and

Second, the writer finds 33 data on the structure conversation used by John Gruber as the host of the talk show. In this part, the researcher uses Kong Rui and Su Ting's theory to analyze the data. Structure conversation is divided into two parts: global structure and local structure. The researcher finds 7 data of global structure includes opening and closing, also 26 data of local structure. Local structure is the biggest structure used in structure conversation between host and guest of this talk show.

## 5.2 Suggestion

Second, the present researcher suggest to the next researcher can be more focuses on the structure conversation. In order to the next researcher explains the way of speaker and hearer manage their conversation. From this research, the





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